AMENDMENTS TO THE SPECIFICATION:

Page 1, immediately preceding paragraph [0001], insert the following heading and sub-heading:

BACKGROUND

1. Technical Field

Page 1, immediately preceding paragraph [0002], insert the following sub-heading:

2. Related Art

Page 1, paragraphs [0003]-[0004]:

[0003] The ~~invention~~ present exemplary embodiment seeks to simplify the registration process and to enable the association to be implemented using more cost effective technology by eliminating the need for an interactive voice response (IVR) system to be provided to assist in the association process. A known use of an interactive voice response system provided in a distributed computer system is to enable a user to remotely register via a telephone system the association of a telephone terminal and a computer terminal being operated by the user within the computer system. The terms "distributed computer system" and "distributed computer environment" are used herein to denote a ~~client(server~~ client/server type computer

- 3 -

system, for example in which each client may comprise a computer terminal capable of being associated with at least one telephone terminal.

[0004] CTI is particularly useful in call centres, and International Application Number PCT/GB96/00727 (Publication Number WO 96/31044, now also issued U.S. Patent No. 5,991,390) in the name of BRITISH TELECOMMUNICATIONS public limited company (BT) discloses an Automatic Call Distribution (ACD) suite in a call centre such as BT's national telephone account management operation, the contents of which are hereby incorporated by reference. International Application Number PCT/GB96/00727 (Publication Number WO 96/31044) describes a known ACD suite in a call centre, which is now described only briefly in respect of its component parts, and relevant operational characteristics with reference to FIG. 1 of the accompanying drawings.

Page 3, paragraph [0011]:

[0011] The host computer 26 will now select an available terminal 34 from its list of virtual turrets, associate the tele-working agent's identity with the identity of the selected terminal 34, and send them to the ACD system 12 via the CTI link 30. The host computer 26 now has a record associating the identity of the agent, the identity of the remote terminal 38, and the identity of the selected terminal 34 and can upon interrogation by the identity of a terminal 34 retrieve the identity of the corresponding remote terminal 38. The ACD system can then operate in a number of ways such as

- 4 -

are described in more detail within International Application Number PCT/GB96/00727

(Publication Number WO 96/31044 and also now issued as U.S. Patent No. 5,991,390).

Page 5, immediately preceding paragraph [0018], insert the following heading:

BRIEF SUMMARY

Page 11, immediately preceding paragraph [0048], insert the following heading:

BRIEF DESCRIPTION OF THE DRAWINGS

Page 11, immediately preceding paragraph [0052], insert the following heading:

DETAILED DESCRIPTION OF EXEMPLARY EMBODIMENTS

Page 24, top of page, delete "CLAIMS" and insert the following heading:

WHAT IS CLAIMED IS: